

financial assistance available

Financial hardships can happen to anyone. Fortunately, there are many resources to help those in need pay their heating bills during the winter. Here are some of the programs available in Westfield.

Low Income Heating Energy Assistance Program (LIHEAP) from the Valley Opportunity Council (VOC) provides low income customers with financial assistance based on household income and family size. Contact VOC at (413) 552-1548 or visit their website at www.valleyopp.com.

The Salvation Army Good Neighbor Energy Program provides energy assistance to residents in temporary crisis who are struggling to pay their energy bills and do not qualify for federal or state energy funds. Contact the Westfield Chapter of the Salvation Army at (413) 977-8759 for guidelines.

Westfield Warm Fund is offered by the Westfield Gas and Electric for customers who qualify for LIHEAP or the Good Neighbor Energy Fund. Contact WG+E Customer Service at (413) 572-0100 for more information.

Finally, WG+E offers budget and payment plans to help our customers manage their utility bills.

Please call our Customer Service team at (413) 572-0100 for more information or help with any of these financial assistance options.

wgeld.org/pages/residential/assistance-programs/

SHOW YOUR GAS METER SOME **LOVE** THIS WINTER.



Natural gas meter equipment has a vent to regulate pressure. Snow that accumulates on or around the vent can obstruct the opening, creating a hazardous situation. Keep your family safe this winter by following these important steps:

- Don't use a snowblower or snow plow near your meter; carefully shovel around it.
- Use a broom or your hand to gently brush away any snow on the meter.
- Look up! Carefully remove icicles forming on your roof line to prevent meter or piping damage and to avoid a potential gas leak.
- Ice on your meter that won't brush off? Don't kick or hit the meter; call us and we'll send someone to remove it.
- A clear path to your meter allows our technicians quick access in an emergency.
- Keep accumulated snow away from all exhaust vents to prevent carbon monoxide poisoning.



Customer Service: (413) 572-0100
Emergency Response: (413) 572-0000

www.wgeld.org

winter
2022



time



WESTFIELD GAS + ELECTRIC



here's to 2022!

As we ring in 2022, there is a lot to reflect on this past year at Westfield Gas + Electric/ Whip City Fiber. We are extremely proud of several new projects, including the continuing expansion of Whip City Fiber in Westfield. Nine more neighborhoods throughout the city will have access to high-speed internet this spring. Construction is moving along as planned and I am happy to announce that the upper Montgomery Road area in Wyben is ready for in-home installations. New customers who live in this area can visit whipcityfiber.com to sign up for service.

As colder weather approaches, the WG+E Energy Supply team continues to monitor and adjust our purchasing contracts to provide price stability for our customers. We expect national and international markets to have a significant impact on energy costs this year and are doing our best to keep your costs low.

A mild winter can also help keep consumption and costs low. In October and November we had 11% fewer heating degree days (i.e., warmer weather) than the past 5-year average. Taking advantage of these above average temperatures by turning your heat down a few degrees could save a couple dollars—which can add up! You may want to explore further reducing your energy use with a free home energy audit. You will receive a detailed

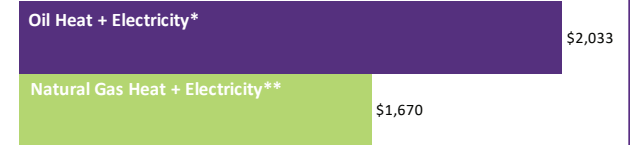
utility rate + cost comparison

Residential Electric + Gas Bill Comparison January - December 2021



Data based on average residential consumption of 785 CCF and 9000 kWh.

Projected Winter Period Utility Cost Comparison October 2021 to March 2022



Oil price projection source U.S. EIA 11/2021

Data based on average residential consumption and actual/projected WG+E pricing for the period.

report listing energy efficiency recommendations that could also qualify you for rebates and other savings. For more information or to schedule your visit call (844) 403-7960.

If you are having difficulty making ends meet, we offer a number of programs to help. Sometimes a payment plan can help you get back on track. Financial assistance is available through programs like Valley Opportunity Council (VOC) and Way Finders. Both services have been extremely generous in assisting low-income households with their heating bills this year. In fact, VOC provided an additional \$894,650 in funding from the state's American Rescue Plan Act for qualified customers impacted by the COVID-19 pandemic. To learn more about the programs we offer, visit our website under Residential > Assistance Programs or call Customer Service at (413) 572-0100.

The holidays came early at WG+E as Westfield's shiny new transformer was delivered, all the way from Pocatello, Idaho, in early December. It was a sight to see as it made its way over the Great River Bridge and then as a 400-ton crane moved it into place at the Elm substation. This new transformer was purchased to replace an older unit that was originally purchased in the 70's. The new transformer will be up and running this spring and the older one will be utilized as a back-up adding to the reliability of electric service for the south end of town.

Now let's have a quick review of the fun events that wrapped up 2021. After a year's hiatus, we were thankful that we could hold our annual Big Rig Rally at Pumpkinfest this year. The devoted team at Westfield on Weekends (WOW!!!) did an amazing job organizing a fun day full of activities, shopping, and treats. I'd like to give a special thank you to those who brought out their rigs to share with the enthusiastic crowd. In October, we had the privilege of hosting Westfield Middle School students for STEM (Science, Technology, Engineering, and Mathematics) week. This two-day event showcased some of our talented staff sharing how lessons taught in class can be applied out in the real world. And finally, we were honored to help with annual holiday events like the Westfield Public Schools' Thanksgiving Food Drive, Amelia Park Children's Museum's Penguin Plunge, and the Southampton Road Middle School's Winter Wonderland drive thru. It's events like these that make Westfield a great place to live and we're always proud when we can lend a helping hand.

Best wishes for a happy and healthy New Year!

Tom Flaherty
General Manager